



Practice Facilitator Agenda

Lesson 1: Teamwork and Communication

Practice Facilitators:

Use this agenda to guide your weekly discussion with your Change Team.

Team Building (Paper Chains) Activity

- How did your team work together for this activity?
- What worked well? What was most challenging?
- What did your team learn about each other?

Primary Care Office Environment Discussion

- How does your team describe the primary care office environment?
- What does your team describe as a typical day at the office?
- What does your team think a patient's typical visit to the primary care medical office is like?

Describing Your Team Discussion

- What strengths and weaknesses has your team identified about the team?
- What are some suggestions your team has for changing the team (if it all)?

Teamwork Video Reflection

- What does your team think was done wrong in the video?
- What suggestions does your team have for how the situation could have been handled better?
- Are any of the situations observed in the video situations that could happen in your office?
- In the second version of the video, what did your team think was done better? What were other opportunities your team identified for better communication and teamwork?

Handoff Checklist

- Ask team members to share their handoff checklists, and collaborate to come up with a checklist that works for your primary care office.

Communication Discussion

- What areas of communication has your team identified for improvement?
- What strategies does your team suggest using to address communication breakdowns within your team?